

# Mind Australia Limited

## *Carer Respite Support*

June 2022

# Carer Respite survey

## Outcomes snapshot

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Research and Service Design

Mind Australia, June 2022

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# Carer Respite survey

## Outcomes snapshot

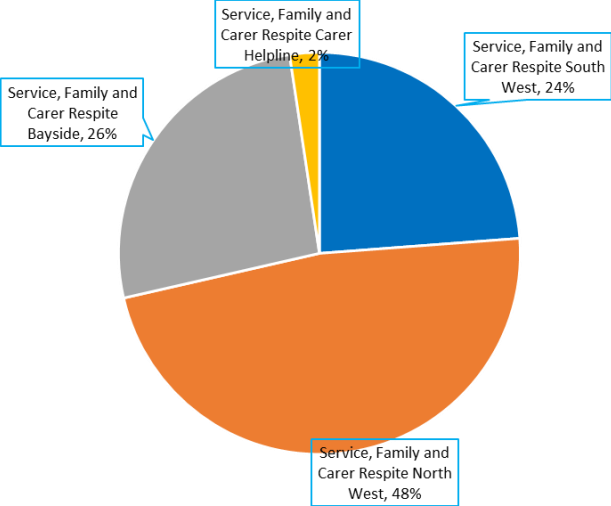
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# Carer Respite survey

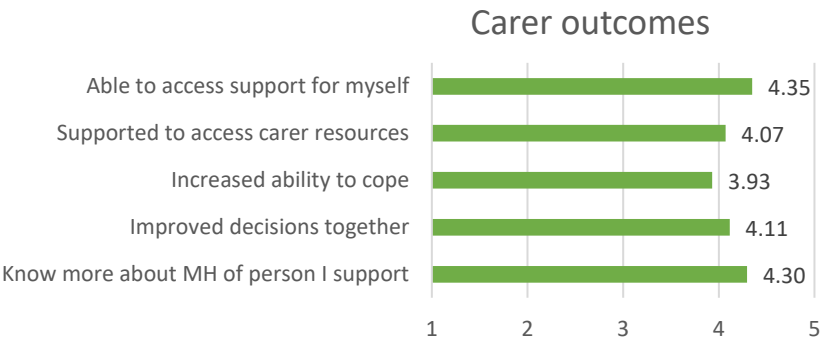
## Outcomes snapshot

### Survey site numbers



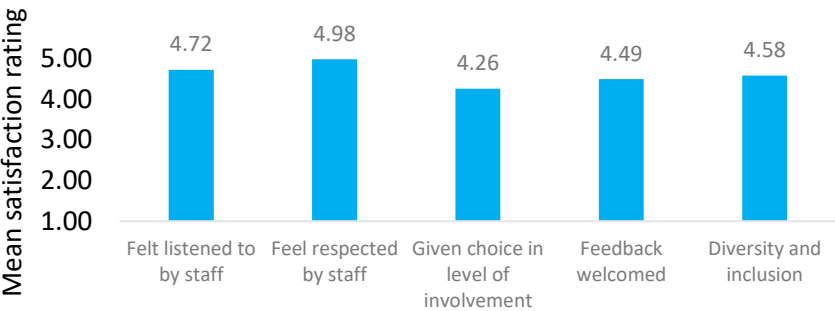
65 surveys collected  
44 surveys analysed

### What improves for carers at Mind?



Three quarters had an improved ability to cope

### Carer satisfaction with Mind services



4 out of 5 Felt feedback was welcome

Three quarters agreed or strongly agreed that they were given choices in their level of involvement

85  
Net promoter score

## Summary of key findings

### Key carer outcomes

Carers were asked to rate outcomes on a scale of 1-5, with a score of 5 indicating the carer strongly agreeing they had made gains in that area.

- Carers reported they understand more about the mental health of the person they care for, with an average score of 4.3 out of 5 for this domain.
- Carers stated they have better communication and decision making skills with the person they care for, with an average score of 4.11 out of 5 for this domain.
- Carers reported an increased ability to cope, with an average score of 3.9 out of 5 for this domain.
- Carers told us they learn more about the resources that are available for them with an average score of 4.1 out of 5 for this domain.
- Carers reported they are supported to access supports for themselves, with an average score of 4.3 out of 5 for this domain.

### High carer satisfaction

- **9 out of 10 carers** felt they were listened to by staff
- **95%** of carers felt staff were respectful, while **77%** felt they were often or always given choices in their level of involvement
- **90% of carers** felt feedback was often or always welcomed and **85%** felt Mind respected diversity and was inclusive
- A **Net promoter score of 85** based on how likely clients were to recommend Mind's services to a family member or friend, is excellent and much higher than health services generally in Australia. However, scores have not been benchmarked with carer services yet.

**86% know more about the mental health of the person I care for**

**84% agree they can make better decisions with the person they care for**

**77% have an increased ability to cope**

**72% know more about carer resources**

**72% have been supported to access care for themselves**

**Very high satisfaction**

**Net Promoter Score of 85**

## Scope and Aims

The Mind Australia Carer Respite survey was conducted during May 2022 and analysed and reported in June 2022. The survey was conducted to inform practice development and service design.

Sixty five surveys were recorded and of these, 44 had analysable data (at least one or more responses).

The questions in the survey map to key outcomes that have been identified for carer supports at Mind. Outcomes include greater understanding of the mental health concerns of the person they care for and being better able to problem solve and make decisions with that person. Outcomes relating to the carers own wellbeing are important too. They include better knowledge of carer supports and help to access these supports. As a result of all these impacts, a carer may experience better ability to cope.

### Key Outcomes

- Learning more about the mental health of the person the carer supports
- Increased capacity to problem solve and make decisions with the person they care for
- Increased ability to cope
- Increased knowledge about supports for carers and families
- Help to access carer supports

### Satisfaction measures

- Felt listened to
- Felt staff were respectful
- Given choices over carer level of involvement with the person they support
- Felt the service welcomed feedback
- Felt Mind was inclusive and welcomed diversity

### Victoria Respite Services

- Family and Carer Respite South West
- Family and Carer Respite North West
- Family and Carer Respite Bayside
- Family and Carer Respite Carer Helpline

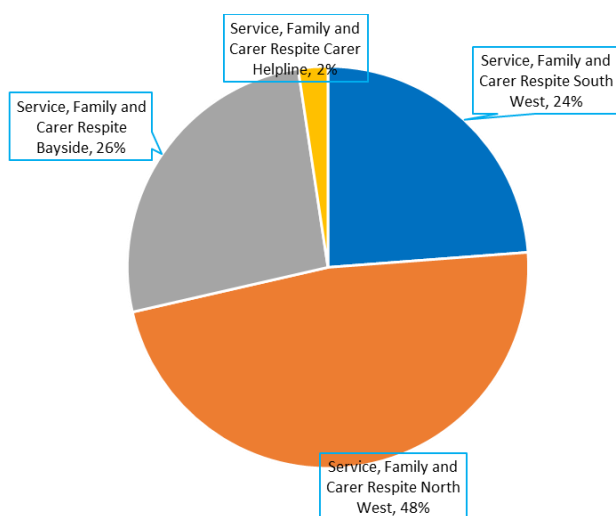
## Who completed surveys?

Of the 44 completed surveys, 10 were completed by Family and Carer Respite South West, 19 by carers at Family and Carer Respite North West, 11 by Family and Carer Respite Bayside and one at Family and Carer Respite Carer Helpline, summarised in Table 1. Because there was only one survey completed at the Family and Carer Respite Carer Helpline, the data is not reported at the site level since it would be individually identifiable. However, the results are incorporated into whole sample averages.

Table 1: Numbers of surveys completed at each site

| Service site                            | N         |
|---|-----------|
| Family and Carer Respite South West     | 10        |
| Family and Carer Respite North West     | 19        |
| Family and Carer Respite Bayside        | 11        |
| Family and Carer Respite Carer Helpline | 1         |
| <b>Total</b>                            | <b>44</b> |

### Survey site numbers

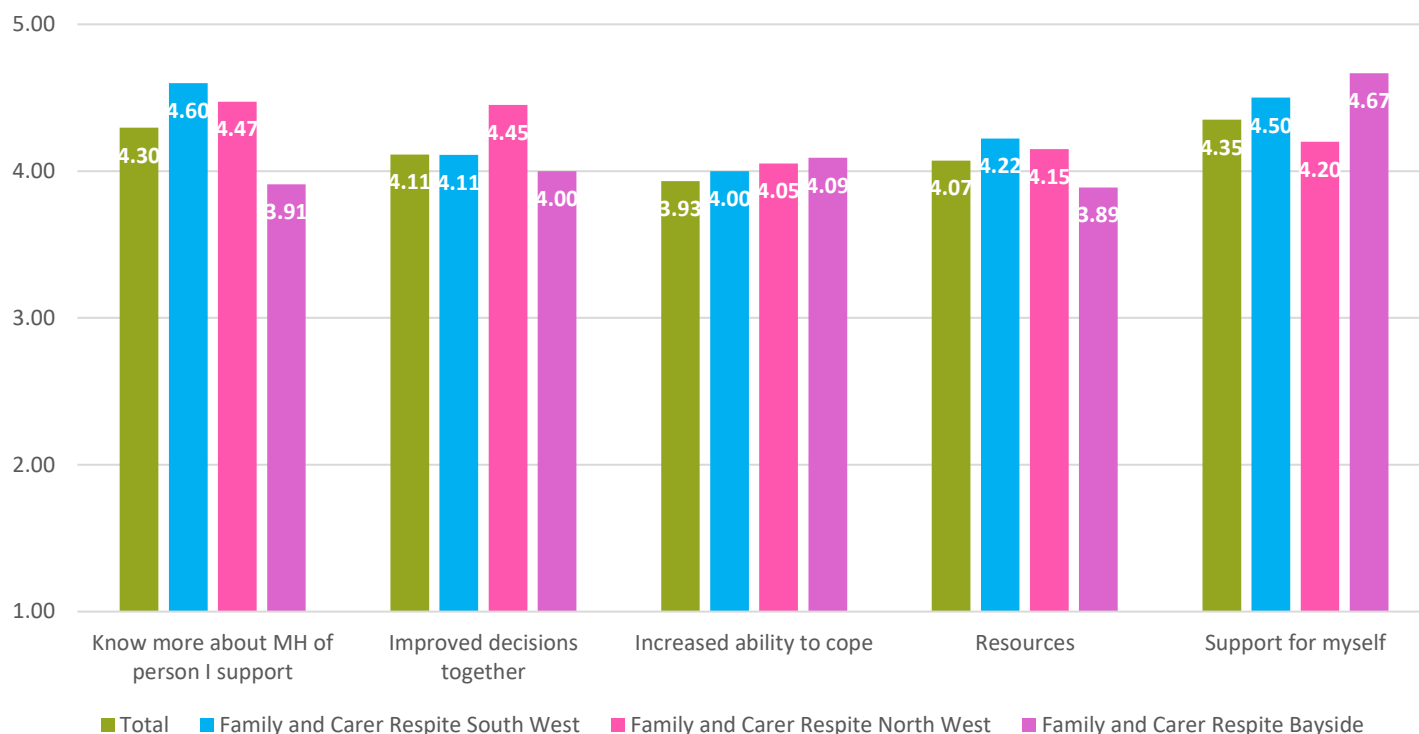


65 surveys  
collected  
44 surveys  
analysed

## Carer outcomes

### Carer outcomes for total sample and by site

(data for single response for Family and Carer Respite Carer Helpline not reported)



### Understanding more about the mental health of the person the carer supported and improved communication

Overall, carers felt they learnt a lot more about the mental health of the person they supported and felt they had improved capacity to communicate, problem solve and make decisions. Scores were lower for Family and Carer Respite Bayside on these outcomes, but overall there was no pattern of difference between sites.

### Carer wellbeing

There was no clear pattern of difference between the sites. While all outcomes scored highly, there was a slightly smaller improvement in coping. This may reflect the ongoing stress, grief and loss that carers feel in their life, irrespective of the level of support received.

The single response for Family and Carer Respite Carer Helpline is not graphed above and would not be representative of the site. The score is included in the total averages.





## Carer Satisfaction

### Carer satisfaction for total sample and by site

(data for single response for Family and Carer Respite Carer Helpline not reported)



Satisfaction was very high and averaged above 4 (80%) for all sites and all questions. There was a strong performance on carers feeling listened to and respected by staff.

The lowest scoring response was in regard to being given choices in the level of involvement in the care of their family member. However, this may not be a particular service focus for respite services. Feedback was generally perceived to be welcomed and carers felt that the service welcomed diversity and was inclusive. The inclusivity may be a particular result of including carers from CALD backgrounds.

Family and Carer Respite South West showed consistently high satisfaction across all measures.

The single response for Family and Carer Respite Carer Helpline is not graphed above and would not be representative of the site. The score is included in the total averages.

## Net promoter score

Across all Respite sites, we found a high Net promoter score of 85, with no detractors.

A Net Promoter Score of 85 compares very well with other Australian health services. The average Net Promoter Score for the health care industry was 27 in 2020 ([www.retently.com/blog/good-net-promoter-score/](http://www.retently.com/blog/good-net-promoter-score/)), with scores of 60 or more being considered very good (Table 7Error! Reference source not found.).

**85**  
Net Promoter Score

**Net promoter scores** are a widely used measure of client or carer satisfaction with a service.

Carers rated how likely they would be to recommend Mind's services to a friend or family member from 0 - not at all likely, to 10 - extremely likely and were classified as a promoter (9 or 10); passive (7 or 8), or detractor (6 or lower).

**Net promoter score = % promoters - % detractors**

## Diversity and inclusion

Mind strives to provide a welcoming service for everyone, including Aboriginal and Torres Strait Islander peoples, LGBTQI+ people, people from diverse cultures, and those living with a disability. Mind also seeks to provide participation opportunities for residents, such as involvement with decision making, and giving feedback.

**85%** found Mind services  
always or often inclusive

Over 85% of carers surveyed felt Mind practices were often or always inclusive. The rate was 73% at Bayside Respite, and 80% and 85% at NorthWest and South West respectively.

## Feedback from carers

Carer satisfaction findings were borne out by carers' written comments, with many expressing gratitude and support for staff.

1. Staff were so helpful through being supportive, understanding, validating, respectful, courteous and being available to listen.

Staff are always so available for conversation and they always validate that whatever I'm feeling is ok. They remind me that my needs matter too.

I have had some very low times over the past years and Mind has helped me keep my mind because there have been many times I have nearly lost my mind. Thank you

2. Meeting like-minded carers was extremely valuable and normalising of their experiences

Social groups with people with similar problems in life - helps emotionally.

These ladies have always made me feel heard and not alone. Helpful when feeling low, lost and defeated.

Mind is the only service that offers regulars respite for carers giving them an opportunity to be together with likeminded people. Also enjoy time away from home and not feeling isolated.

3. Respite is a valuable time for self, giving a break from all the constant demands of caring.

When we go on the respites they give us a bit of a break from our hectic lives & struggles, they help us to refuel so that we can keep going on & caring for our loved ones.

It is a wonderful opportunity as a carer to have a complete break not having to think about my family member's situation for a few days

4. Carers value the variety of activities that are fun, such as the different group activities, movies, walks, visiting different locations on day trips or longer stays. The main suggestions were to maintain the program and keep offering the variety of activities.

I am glad that face to face is back

outings are great, family days, exercise classes, coffee catch up etc. are good

I am thankful for everything Mind do for us. Love the holidays

Excellent support can mean that carers feel bereft when support levels change or staff change over. One carer commented "The change over of staff--Carers are often left out when staff move on and the time to fill positions makes it difficult and painful for carers experiencing challenges within their carer role. " I feel left out and once again abandoned"

The deep attachment and gratitude of carers may also reflect the long term nature of the relationship between staff and carer. The service has low staff turnover, and carers may receive support over a number of years. This allows for a greater level of trust, effectiveness and satisfaction.

Carers also noted that locally provided services were important as time spent travelling to carer support was logistically challenging and stressful

## Tables

Table 2: Percentage of carers who were often or always had improved outcomes at each site

| Service type                            | N  | Know more about MH of person I support |      | Improved decisions together |     | Increased ability to cope |     | Know more about carer resources |     | Access support for myself |     |
|---|----|--|------|-----------------------------|-----|---------------------------|-----|---------------------------------|-----|---------------------------|-----|
| Total                                   | 43 | n                                      | %    | n                           | %   | n                         | %   | n                               | %   | n                         | %   |
|   |    | 37                                     | 86%  | 36                          | 84% | 33                        | 77% | 31                              | 72% | 31                        | 72% |
| Family and Carer Respite South West     | 10 | 10                                     | 100% | 9                           | 90% | 9                         | 90% | 7                               | 70% | 7                         | 70% |
| Family and Carer Respite North West     | 20 | 19                                     | 95%  | 19                          | 95% | 16                        | 80% | 16                              | 80% | 15                        | 75% |
| Family and Carer Respite Bayside        | 11 | 7                                      | 64%  | 8                           | 73% | 8                         | 73% | 7                               | 64% | 8                         | 73% |
| Family and Carer Respite Carer Helpline | 1  | nr                                     | nr   | nr                          | nr  | nr                        | nr  | nr                              | nr  | nr                        | nr  |
| NR = not reported due to low numbers    |    |  |      |                             |     |                           |     |                                 |     |                           |     |

Table 3: Mean and standard deviation for improved outcomes at each site

| Service site                            | N  | Know more about MH of person I support |      | Improved decisions together |      | Increased ability to cope |      | Know more about carer resources |      | Access support for myself |      |
|---|----|--|------|-----------------------------|------|---------------------------|------|---------------------------------|------|---------------------------|------|
| Total                                   | 44 | M                                      | SD   | M                           | SD   | M                         | SD   | M                               | SD   | M                         | SD   |
|   |    | 4.30                                   | 0.82 | 4.11                        | 0.81 | 3.93                      | 0.82 | 4.07                            | 0.84 | 4.35                      | 0.95 |
| Family and Carer Respite South West     | 10 | 4.60                                   | 0.52 | 4.11                        | 0.33 | 4.00                      | 0.47 | 4.22                            | 0.83 | 4.50                      | 0.93 |
| Family and Carer Respite North West     | 19 | 4.47                                   | 0.51 | 4.45                        | 0.60 | 4.05                      | 0.62 | 4.15                            | 0.88 | 4.20                      | 1.01 |
| Family and Carer Respite Bayside        | 11 | 3.91                                   | 0.83 | 4.00                        | 0.77 | 4.09                      | 0.83 | 3.89                            | 0.93 | 4.67                      | 1.00 |
| Family and Carer Respite Carer Helpline | 1  | nr                                     | nr   | nr                          | nr   | nr                        | nr   | nr                              | nr   | nr                        | nr   |
| NR = not reported due to low numbers    |    |  |      |                             |      |                           |      |                                 |      |                           |      |

## Carer Respite Service Survey June 2022

Table 4: Percentage of carers who were often or always satisfied at each site

| Service site                            | N  | Staff listened |     | Staff respectful |      | Given choices in my level of involvement |     | Feedback welcomed |     | Diversity and inclusion |     |
|---|----|----------------|-----|------------------|------|--|-----|-------------------|-----|-------------------------|-----|
|   |    | n              | %   | n                | %    | Often or always                          |     | n                 | %   | n                       | %   |
| <b>Total</b>                            | 43 | 38             | 88% | 41               | 95%  | 27                                       | 77% | 33                | 80% | 34                      | 85% |
| Family and Carer Respite South West     | 10 | 9              | 90% | 9                | 90%  | 7  | 70% | 9                 | 90% | 8                       | 80% |
| Family and Carer Respite North West     | 20 | 18             | 90% | 20               | 100% | 11                                       | 55% | 15                | 75% | 17                      | 85% |
| Family and Carer Respite Bayside        | 11 | 10             | 91% | 11               | 100% | 9  | 82% | 8                 | 73% | 8                       | 73% |
| Family and Carer Respite Carer Helpline | 1  | nr             | nr  | nr               | nr   | nr                                       | nr  | nr                | nr  | nr                      | nr  |
| NR = not reported due to low numbers    |    |                |     |                  |      |  |     |                   |     |                         |     |

Table 5: Mean and standard deviation for satisfaction at each site

| Service site                            | N  | Staff listened |      | Staff respectful |      | Given choices in my level of involvement |      | Feedback welcomed |      | Diversity and inclusion |      |
|---|----|----------------|------|------------------|------|--|------|-------------------|------|-------------------------|------|
|   |    | M              | SD   | M                | SD   | M  | SD   | M                 | SD   | M                       | SD   |
| <b>Total</b>                            | 44 | 4.72           | 0.59 | 4.98             | 0.15 | 4.26                                     | 0.98 | 4.49              | 0.75 | 4.58                    | 0.68 |
| Family and Carer Respite South West     | 10 | 4.78           | 0.44 | 5.00             | 0.00 | 4.71                                     | 0.49 | 5.00              | 0.00 | 4.88                    | 0.35 |
| Family and Carer Respite North West     | 19 | 4.80           | 0.62 | 4.95             | 0.22 | 4.00                                     | 1.13 | 4.33              | 0.77 | 4.45                    | 0.76 |
| Family and Carer Respite Bayside        | 11 | 4.55           | 0.69 | 5.00             | 0.00 | 4.50                                     | 0.71 | 4.27              | 0.90 | 4.67                    | 0.71 |
| Family and Carer Respite Carer Helpline | 1  | nr             | nr   | nr               | nr   | nr                                       | nr   | nr                | nr   | nr                      | nr   |
| NR = not reported due to low numbers    |    |                |      |                  |      |  |      |                   |      |                         |      |

## Carer Respite Service Survey June 2022

Table 6: Percentage of clients in Net Promoter categories by item and site (on-site and virtual)

| Service site                            | N  | Promoter |       | Passive |       | Detractor |    | Net Promoter Score |
|---|----|----------|-------|---------|-------|-----------|----|--------------------|
|   |    | n        | %     | n       | %     | n         | %  |                    |
| <b>Total</b>                            | 40 | 34       | 85.0% | 6       | 15.0% | 0         | 0  | 85                 |
| Family and Carer Respite South West     | 8  | 7        | 88%   | 1       | 12.5% | 0         | 0  | 88                 |
| Family and Carer Respite North West     | 20 | 19       | 95%   | 1       | 5.0%  | 0         | 0  | 95                 |
| Family and Carer Respite Bayside        | 11 | 7        | 64%   | 4       | 36.4% | 0         | 0  | 64                 |
| Family and Carer Respite Carer Helpline | 1  | nr       | nr    | nr      | nr    | nr        | nr | nr                 |
| NR = not reported due to low numbers    |    |          |       |         |       |           |    |                    |



Table 7: Comparative net promoter scores reported in research.

| Client type  | Service description  | Date         | N    | Net Promoter score |
|--|--|--------------|------|--------------------|
| Adults who may be suffering from an acute or chronic mental illness <sup>1</sup>   | The Geelong Clinic in Victoria, is a 52 bed private mental health hospital that provides a broad range of inpatient programs, day programs and support Outreach services. GP referral. | Apr-Jun 2020 | 84   | 69.4               |
| icare: physical health care participants <sup>2</sup>  | icare support long-term care needs of adults e.g. severely injured in the workplace or on the road, to improve quality of life, and helping people return to work.                     | June 2019    | (nr) | 67                 |
| Health Care hospitals: combined physical and mental health patients <sup>3</sup>   | Combined responses from physical and mental health patients (800 mental health beds across 15 hospitals)   | Mar-Dec 2017 | 9    | 77                 |
| 1. Source: <a href="https://healthscopehospitals.com.au/quality/my-healthscope/geelong-clinic">https://healthscopehospitals.com.au/quality/my-healthscope/geelong-clinic</a> , 'Patient Experience'<br>2. Source: <a href="https://www.icare.nsw.gov.au/-/media/icare/unique-media/about-us/annual-report/media-files/files/cta/icare-annual-report-2018-19.pdf">https://www.icare.nsw.gov.au/-/media/icare/unique-media/about-us/annual-report/media-files/files/cta/icare-annual-report-2018-19.pdf</a> , p.73<br>3. Source: <a href="https://healthcare.com.au/quality/patient-experience">https://healthcare.com.au/quality/patient-experience</a> |  |              |      |                    |

Note: n = number of people who rated the service, nr = Not reported

## Appendix A: Data collection and analysis

### What do we ask?

We ask carers about the aspects of their health, wellbeing, behaviour, and circumstances that Mind programs aim to improve. When a client is leaving a service, we ask carers about their outcomes, about their access to support, and satisfaction with the service. For this report, carers using Mind Respite services were surveyed on service impacts and satisfaction.

**Carer outcomes**  
Carer wellbeing  
Carer skills  
Service satisfaction,  
diversity and  
inclusion

### How do we report outcome measures?

We report carers' responses at the end of the respite programs.

### Dataset preparation

We collected 65 survey attempts and 44 surveys were analysed, after duplicate data and blank surveys were excluded. All other responses were included in analyses.

### Data analysis<sup>1</sup>

We report descriptive statistics for outcome measures and used SPSS 26 to test group differences and changes over time. When groups were small, group differences were not tested statistically and should be interpreted with caution.

### 3 ways to interpret results<sup>1</sup>

A statistically significant difference between clients' or carers before and after scores gives us confidence that there has been real change for clients since entering the service. Small or non-significant differences should be interpreted with caution.

**When is a difference in scores important?**

We have used Cohen's d to indicate effect size (small:  $d=0.20$ ; moderate:  $d=0.50$ , large:  $d \geq 0.80$ ). A large effect indicates a more practically important impact of the service to improve client outcomes. A smaller effect size means there has been less change, even if statistically significant.

**How big is the effect?**

For some client outcome scales, scores above or below a cut point score indicate an important difference in the clients' health, but should not be seen as diagnostic. When average client scores shift from one category to another after program participation, this may reflect an important difference in client outcomes. We have compared client outcomes with relevant groups using standardized benchmarks to ask whether clients' average outcomes are higher or lower than in other services or groups.

**Benchmarks for comparison**

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<sup>1</sup> This is for reference – no comparative statistics were used in this report

## My wellbeing

Family member or supporter

Carer Respite Service

We ask that you think about your life and the person you support over the time they were in the service.

There are no right or wrong answers to the questions. Please choose the response that appears right for you, or ask the worker helping you if you are unclear about the question.

### **More information**

To help make our services better, we are asking you to complete this survey when your family member, friend or person that you support uses a Mind accommodation service.

### **How will this work?**

When your family member, friend or person that you support leaves the service, we may ask you to do this survey. This helps you, and us, know where you are at on a range of wellbeing issues and about how things are going with the person you support.

These questions ask how you feel about different areas of your life.

### **Do I have to take part?**

Participation in this survey is voluntary and you can also stop participating at any time. There will be no negative consequences if you decide not to participate.

### **Private and confidential**

The surveys become part of the person you support's private records kept by Mind and like all private information are kept securely. Only those directly supporting you and the care recipient are able to see your surveys.

Our service evaluation team will only see de-identified survey data, which they use as part of a whole service evaluation (so your data is added to all the data from all supports to give us an overall picture).

For further information please contact Mind's Research and Advocacy team on ph. 03 9455 7000 or email [research@mindaustralia.org.au](mailto:research@mindaustralia.org.au).

**Have things changed since the person you support joined this service?**

Please tick or mark the following to indicate which description best fits your personal situation in relation to the support you provide to your family member, partner, friend, neighbour or someone else who is using the Mind service.

Please tick a circle to indicate your best response to the following.

|   |  | Strongly disagree     | Disagree              | Neither agree or disagree | Agree                 | Strongly agree        |
|---|--|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|
| 1 | I know more about the mental health of the person I support                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |
| 2 | We have improved our ability to make decisions (solve problems, manage mental health) together | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |
| 3 | My ability to cope has increased   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |
| 4 | I know more about resources for families and supporters of people with mental health issues.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |

While the person I support was with the service...

|   |   | Strongly disagree     | Disagree              | Neither agree or disagree | Agree                 | Strongly agree        |
|---|---|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|
| 5 | I was provided with help to access support for myself | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |

**Your satisfaction with the service**

Think about your experiences with this service. Please rate the following statements:

|   |  | Never                 | Rarely                | Sometimes             | Often                 | Always                |
|---|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6 | Staff in the service listened to me  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7 | Staff at Mind treated me with respect  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8 | I have been given choices in my level of involvement for the person I care for | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9 | I feel feedback on the service was welcomed                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| Mind provides a welcoming service for everyone, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ people, people from different cultures and those living with a disability |   | Strongly disagree | Disagree | Neither agree or disagree | Agree | Strongly agree |
|--|---|-------------------|----------|---------------------------|-------|----------------|
| 10   | This is true, in my experience  | ?                 | ?        | ?                         | ?     | ?              |
| 11   | How likely are you to recommend Mind's services to a friend or family member?                   |                   |          |                           |       |                |
| Please place a mark on the scale below that indicates how likely you would recommend Mind's services.  |   |                   |          |                           |       |                |
| Not at all likely  |   | Extremely likely  |          |                           |       |                |
|  |   |                   |          |                           |       |                |
| 0 1 2 3 4 5 6 7 8 9 10   |   |                   |          |                           |       |                |
| 12   | Is there anything else you would like to tell us, such as what you like most about the service? |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| 13   | Do you have any suggestions for improvements?   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
| .....  |   |                   |          |                           |       |                |
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**THANK YOU SO MUCH for sharing your experience with us.**

If you would like to speak to someone about your needs as carer or supporter, or get more information about supporting someone with mental ill-health, the following Mind services may be useful:

Carer Helpline: 1300 554 660, [carers@mindaustralia.org.au](mailto:carers@mindaustralia.org.au) <https://www.mindaustralia.org.au/family-and-carer-support-services>

Ask a staff member to contact the Carer Warm Line for you: (03) 9242 3736 or 0499 307 615, [carerwarmline@mindaustralia.org.au](mailto:carerwarmline@mindaustralia.org.au)

Online carer forum: <http://mindaustralia.saneforums.org>

Support groups: <https://www.mindaustralia.org.au/resources/carers>

## Appendix C: Glossary and abbreviations

| Term                      | Definition  |
|---------------------------|---|
| <b>Carers</b>             | A supporter or carer is defined as a key support person for a resident. Sometimes carers or supporters don't call themselves as such – they are just there to look after a loved one. They are not paid carers or other professional persons. They do not need to be on a carer payment or other carer benefit to be defined as a carer or supporter at Mind. |
| <b>Clients</b>            | Clients (may also be known as residents or customers) are defined as residents of a Mind accommodation service such as PARC or SUSD.  |
| <b>Exit data</b>          | Survey data collected when a resident exits the service.  |
| <b>Outcome</b>            | An outcome is a change in health status, wellbeing, behavior and circumstances over time, which is expected to change as a result of the service. Outcomes can be short-term, medium term or long-term.   |
| <b>Outcome measure</b>    | A tool to measure an outcome variable. Ideally an outcome measure is reliable (i.e. stable over time) and valid (i.e. measures what it intends to).   |
| <b>Outcome evaluation</b> | Assesses how a service works and how effective a service is for a target population by examining changes in outcomes the service aims to achieve.   |

A trusted provider of  
community mental health  
support services to people  
and their families, friends  
and carers for over 40 years.



**Mind Connect**

1300 286 463

**Carer Helpline**

1300 554 660

**[mindaustralia.org.au](http://mindaustralia.org.au)**

**[mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)**



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